CROWN Memorandum

Memo Number: 02-0001-GN

TO: ESRD Executive Directors, ESRD Data Managers, Regional Office Project Officers

FROM: Matthew Leipold, Director, Division of ESRD Systems and Contract Management,

Information Systems Group, OCSQ

DATE: July 10, 2002

SUBJECT: CROWN Information

This memorandum is the first release of a new format for communicating to the Networks regarding Consolidated Renal Operations in a Web-Enabled Network (CROWN). CROWN Memorandums will replace the current SIMS memos. CROWN memos will include issues about VISION, SIMS, REMIS and Quality Net Exchange. Since the training held here in Baltimore in June was for CROWN, we feel it is now time to establish a new format for memos.

I would like to take this opportunity to thank you and your staff for attending the CROWN training. The CROWN Team and myself enjoyed meeting your staff and appreciated all the invaluable feedback they provided. We are excited about moving toward an integrated system and we ask for your continuous support and feedback.

The following issues were raised during training and I promised to provide either additional information or an update to you. We will be scheduling a conference call in the near future to discuss these issues further.

CROWN

1. **CMS CROWN Website:** CMS has created a website for CROWN that can be found at http://www.cms.gov/esrd. One of the items included at this site are Frequently Asked Questions (FAQs) and other CROWN information. Some of the FAQs originated from the March Forum meeting where you provided questions and the answers are not available at this site. We will be updating the information at this site as it becomes available.

2. *CROWN Help Desk*: We would like to establish one toll-free number for all CROWN issues, including REMIS, SIMS, QNet Exchange and VISION. We are currently discussing how this would operate and will keep you posted as that develops.

Quality Net

Attached is a QualityNet (QNet) Exchange Administrator Registration Packet to complete for your own QNet Exchange Administrators. Please read the instructions and complete the forms as indicated for the two people who will act as the QNet Exchange Administrators for your Network.

This registration packet should be forwarded to each of your independent, non-chain facilities so that they can complete the forms to register their QNet Exchange Administrators. As indicated in the attached packet, once the facilities complete the forms, they will mail the original copies to the Network. The Network QNet Exchange Admin will complete an online registration form for each of the facility QNet Exchange Admins and mail the original copies of the forms to the QNet Exchange Help Desk.

If you have any questions regarding the registration process, please contact the CROWN/QNet Exchange Help Desk via phone at 866-288-8912, via fax at 888-329-7377, or via email at ifmc.qnetsupport@sdps.org.

REMIS

The REMIS database and user interface has been installed for the parallel period.   Each Network has its own user name and password (user name and password are the same for now). We ask that you get in and test the application. If you need to and are unable/uncomfortable to modify your host file please contact the CROWN/QNet Exchange Help Desk via phone at 866-288-8912 for technical assistance. The database available is a snapshot of the SIMS data and CMS data (EDB, UNOS, etc.) as of June 30.

VISION

1. **Software:** The VISION Application is still in a pilot phase with Networks 4, 6 and 8. At training some software problems were discovered and the developer is in the process of updating the application. Until we have completed the testing and received feedback from the pilot facilities you are not expected to begin marketing the product or to begin training your facilities. Over the next several weeks you should learn the tool and plan for training facilities.

2. **Training Expenses**: As your staff may have told you, the money for you to conduct VISION training in your Network is going to be paid through the SIMS contract. The two main reasons for this is to avoid the numerous Network contract modifications that would otherwise be required and to handle it as cost reimbursement, CMS is only paying for actual expenses incurred. We have not yet worked out the procedure for this, but will likely ask you to submit a proposed training plan to give us an idea of anticipated expenses and then a proposed budget prior to incurring major expenses, like a workshop.

3. **Training Assistance**: SIMS is available to providing support for your VISION training efforts, including assistance with publicity materials and setting up workshops. They will also be available to attend your workshops and either present the material or be in the audience to help you present the material. If you'd rather do it on your own, that is OK too. SIMS plans to develop some standard Power Point presentations and other materials that you can use.

4. **Corporate Roll-out**: CMS has selected five national dialysis corporations with whom we plan to work directly on electronic data exchange. To avoid confusion, we are asking that you not contact any of their member facilities in your Network. These corporations are: Davita Inc, Dialysis Clinic Incorporated (DCI), Fresenius Medical Care, Gambro Healthcare and Renal Care Group. On July 23 and 24, CMS will be hosting a Joint Application Design (JAD) session with these 5 national dialysis corporations to define the architecture and business processes that would enable electronic exchange. Cammie Dunnagan will represent SIMS and Jenna Krisher will represent the Networks at that meeting.

New Network Equipment

1. **Workstations and servers**: We anticipate distribution of new workstations this fall as the leases on your current ones expires. As the date for this transition approaches, we will provide further information on how to dispose of your current computers and how to requisition new ones. We may also be upgrading SIMS network servers for better efficiency.

2. *Notebooks and projectors*: The SIMS contract includes money to buy each Network a notebook computer and LCD projector. We wanted to let you know this in case you were planning to buy one for your VISION workshops. You can hold off on that. All Networks will receive a standard computer, projector and carrying case. Substitutions of other equipment will not be allowed.

As more information becomes available we will continue to keep you updated.

1	QualityNet Exchange Administrator Registration Form and Instructions

The QualityNet Exchange Administrator Registration Form is used for you to request access to the secure QualityNet (QNet) Exchange Web site as the QNet Exchange Administrator for your organization.

Upon completion of this registration process, you will receive a single file from the QNet Exchange Help Desk via e-mail that contains a personal soft token and a digital certificate that are created just for your use. Once saved to your computer, your soft token and digital certificate are used to identify you as a registered user when logging into the QNet Exchange Web site, provide you the ability to encrypt (scramble) and decrypt (unscramble) files of data that you send and receive through QNet Exchange, and also allow you to "sign" documents in QNet Exchange with your personal digital signature.

Confidentiality. It is imperative that the confidentiality and security of the data in QNet Exchange are maintained. Therefore, it is critical that you follow strict procedures to maintain confidentiality and security. This includes logging out of QNet Exchange when you are finished, as well as keeping your QNet Exchange password private by not sharing it with other users. You and your organization are responsible for the security of the data before it is uploaded to the ESRD Network. CMS is responsible for the data once it has been uploaded.

As the QNet Exchange Administrator for your organization, your main roles are to:
- Validate which other users at your organization should have access to the QNet Exchange site,
- Validate what type of QNet Exchange access each user should have,
- Complete and/or approve each new user's online registration form according to QNet Exchange registration instructions,
- Remove access and/or approve removal of access for users who are no longer active or no longer need access to the QNet Exchange site,
- Monitor QNet Exchange usage at your organization to maintain proper security and confidentiality measures, and
- Serve as the main point of contact at your organization for information regarding QNet Exchange.

It is highly recommended that each organization have two people designated as QNet Exchange Administrators for the organization, one acting as the primary QNet Exchange Administrator and the other as a backup.

(*Note: For ESRD Networks, it is recommended the designated Data Manager be the main QNet Exchange Administrator for the ESRD Network.*)

Complete the following steps to register as the QNet Exchange Administrator for your organization:
1 **On the QualityNet Exchange Administrator Registration form attached to these instructions, print your information legibly and completely in each of the applicable fields.**

2   **You must sign and date the form in the presence of a Notary Public, obtaining the Notary's signature and seal on the form. If you do not have a Notary on staff, most banks and libraries have a Notary available. Some states allow Notaries to charge a fee. If someone at your organization is interested in becoming a Notary, you may contact your Secretary of State for additional information.**

3   **The highest level executive at your location must complete and sign the attached QualityNet Exchange Administrator Authorization form. The Administrator Authorization form does not require notarization.**

4   ***For ESRD Networks*: Mail the original copies of the completed QualityNet Exchange Administrator Registration form and the Administrator Authorization form to:**
    QualityNet Exchange Help Desk
    6000 Westown Parkway, Suite 350E
    West Des Moines, IA 50266
    ***For ESRD facilities*: Mail the original copies of the completed QualityNet Exchange Administrator Registration form and the Administrator Authorization form to your ESRD Network. The ESRD Network QNet Exchange Administrator will enter your registration information online, digitally sign the online form, and mail the original hardcopy QualityNet Exchange Administrator Registration form and Administrator Authorization form to the QNet Exchange Help Desk. The Network office will keep a copy on file.**

5   **Within one to two business days of receiving your forms, the QNet Exchange Help Desk will e-mail you your file containing your soft token and digital certificate.**

6   ***For ESRD Network QNet Exchange Administrators:* You will receive a separate letter via regular mail containing your Login ID and initial password to use to login to the QNet Exchange site.**
    ***For ESRD facility QNet Exchange Administrators:* You should receive your QNet Exchange Login ID and initial password from the ESRD Network QNet Exchange Administrator.**

QualityNet Exchange Administrator Registration Form Field Descriptions

1.1.1.1.1.1<u>Access Request</u>

Request Date	**REQUIRED**. The date the QualityNet Exchange Administrator Registration Form is filled out.
First Name	**REQUIRED**. The first name of the person for which the QNet Exchange access request is requested (from this point on referred to as the user).
Middle Name	The middle name of the user.
Last Name	**REQUIRED**. The last name of the user.
Credentials	**REQUIRED**. The credentials of the user. (RN, MD, DO, SW, etc.)
Physician UPIN (if applic.)	**REQUIRED**. The UPIN if the user is a physician.

E-mail Address	**REQUIRED**. The user's e-mail address at their organization.
Job Title	**REQUIRED**. The job title of the user.
Employer Name	**REQUIRED.** The name of the organization where the user will access QNet Exchange.
Medicare Provider # (if applic.)	The Medicare provider number of the organization where the user will access QNet Exchange.
Employer Address	**REQUIRED**. The address of the organization where the user will access QNet Exchange.
Work Phone #	**REQUIRED**. The work telephone number of the user.
Extension #	The work telephone extension number, if applicable, of the user.
Fax #	The fax number of the organization where the user will access QNet Exchange.
Security Question	**REQUIRED**. A question that is easily answered by the user that would be difficult for others to answer. Write the correct answer next to one of the question choices: City of birth, Pet's name, Mother's maiden name. This question is used for security and password validation purposes should the user forget their password.
Answer	**REQUIRED**. The answer to the user's security question.

*Signatures Required (**REQUIRED** for approval)*

Requestor	**REQUIRED**. The signature of the user. The user must sign in the presence of a Notary.
Date	**REQUIRED**. The date the QualityNet Exchange Administrator Registration Form is signed by the user.
Notary Public	**REQUIRED**. The signature of the Notary Public who notarizes the form.
Date	**REQUIRED**. The date the Notary Public signs the form.

1.1.2 QualityNet Exchange Administrator Registration Form

*NOTE: All fields marked with asterisks are required and must be completed to obtain approval.

1.1.2.1   Access Request

*Request Date:

*First Name:	**Middle Name**:	***Last Name**:

*Credentials:	**Physician UPIN (if applic.)**:

*E-Mail Address:

*Job Title:

*Employer Name:	**Medicare Provider # (if applic.)**:

*Employer Addr:			
Street	City	State	Zip

*Work Phone #:	**Extension #**:	**Fax #**:

*Security Question (answer only one):
    City of birth _____
    Pet's name _____
    Mother's maiden name _____

2   Signatures Required

*Requestor:	***Date**:
*Notary Public:	***Date**:

3   QualityNet Exchange Security Use Only

Group:

Homepage:

QualityNet Exchange Administrator Authorization

4   I _____ give authorization to _____

           (Name)   (Name)

to be the QualityNet Exchange Administrator for _____
                                                   (Name of Organization)
as indicated in the attached QualityNet Exchange Administrator Registration form.

I understand that they will be responsible for the following:
- **Validate which users at our organization should have access to the QualityNet Exchange site,**
- **Validate what type of QualityNet Exchange access each user should have,**
- **Complete and/or approve each new user's online registration form according to QNet Exchange Registration instructions,**
- **Remove access and/or approve removal of access for users who are no longer active or no longer need access to the QualityNet Exchange site,**
- **Monitor QualityNet Exchange usage at our organization to maintain proper security and confidentiality measures, and**
- Serve as the main point of contact at our organization for information regarding QualityNet Exchange.

I understand that as a security measure I may be contacted on a future date by the QualityNet Exchange Help Desk to verify my position and who I have authorized to be QualityNet Exchange Administrators. I may also be asked to verify those individuals that have been given access to privacy data via QualityNet Exchange.

_____
       (Signature)

_____
       (Title)

_____
       (Date)